

# The Universal Application System

The screenshot shows the homepage of the UAS. At the top left is a red button with "UAS" in white and "universal application system" in smaller text below it. To the right is a large white area with a green border containing a photograph of a woman holding two young children. Above the photo, the text "Welcome to the Universal Application System (UAS)" is displayed. On the left side of the main area, there are three sections: "New Users" (with a link to begin the application process), "Returning Users" (with a link to update information or apply for programs), and "Site Visitors" (with a link to learn more about the UAS).

**Welcome to the Universal Application System (UAS)**

**New Users**  
Click here to begin the application process.

**Returning Users**  
Click here to update your information or apply for additional programs.

**Site Visitors**  
Click here to learn more about the UAS.

The UAS is designed to help Utah families who have young children with special needs. You can apply for and complete the applications for a variety of Utah programs and community resources, such as WIC, Medicaid, Food Stamps, Baby Watch Early Intervention, and Head Start. More programs will be added in the future. The personal information you provide is under your control and is protected by the username and password you create. Only you will be able to revisit your information in the future.

**Early Intervention Research Institute  
Utah State University**



Opening

Doors

# U.S. Children with Medical Problems or Disabilities

- ↗ U.S. Total = 9,360,000
- ↗ Utah = 79,800
- ↗ Arizona = 153,400
- ↗ Oregon = 113,400
- ↗ California = 970,000
- ↗ Florida = 488,000



CSHCN National Survey (2001)

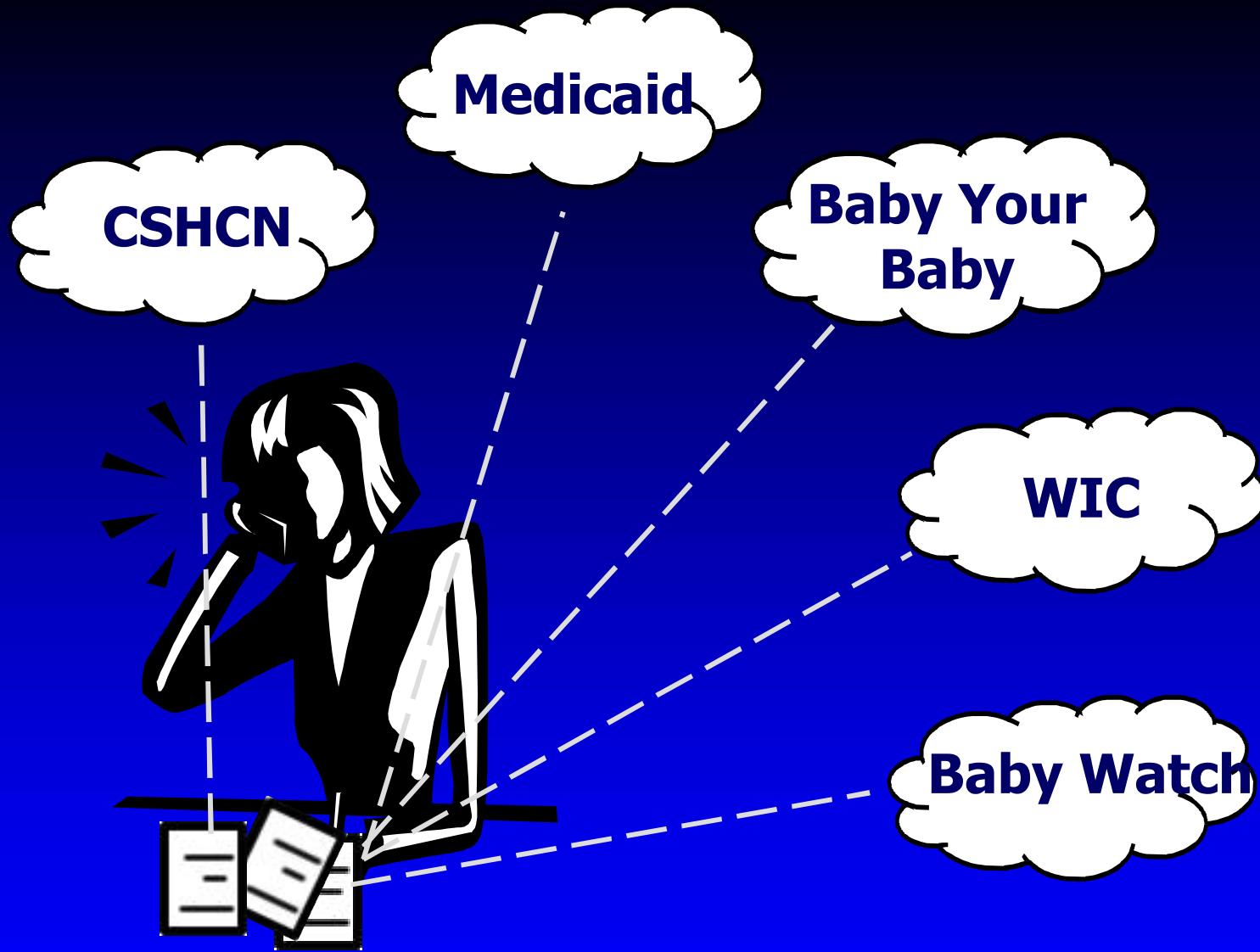
# Why Develop the UAS?

- ↗ **More children are entering the service system**
- ↗ **Federal/state mandates to organize services**
- ↗ **Federal/state budget cuts require cost efficiencies**
- ↗ **Trend toward e-Government & paperless applications**

# **What is the Universal Application System (UAS) ?**

- ↗ **Web-based interagency application processor**
- ↗ **Screens consumers for services**
- ↗ **Asks questions via non-duplicative questionnaire**
- ↗ **Automatically fills out paperwork for consumers**
- ↗ **Electronically submits paperwork**
- ↗ **Multilingual capabilities**
- ↗ **Initial funding via Maternal-Child Health Bureau**





**Multiple applications are frustrating!**

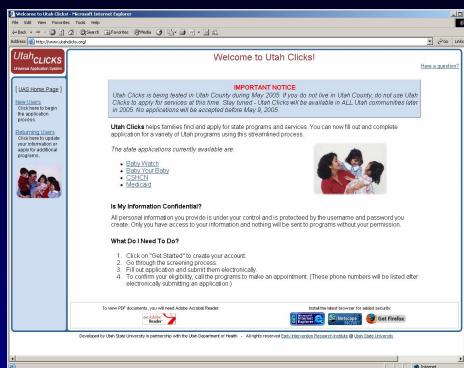
# UAS Process

Consumer  
needs  
services

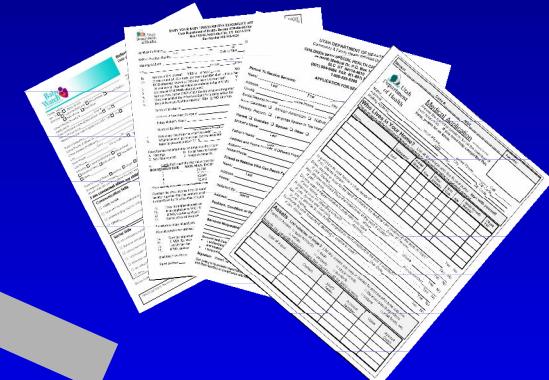


Consumer  
receives  
eligible  
services

UAS Web Site Questionnaire



UAS places responses  
onto PDF applications



Services



UAS Electronically  
submits applications to  
agencies

# **UAS Pilot Data**

## **Provo, Vernal, & St. George**

- ✓ 64% completed UAS at home
- ✓ 94% completed UAS in one session
- ✓ 90% finished UAS in less than 1 hour
- ✓ 94% recommend UAS to other families!!

# UAS Enhancements

- ↗ Simplified application process
- ↗ Electronic submission of applications
- ↗ More powerful application processing
- ↗ Statistical reports for multiple administrative levels

# UAS Funding Sources

<b>Source</b>	<b>Timeline</b>
Federal Maternal and Child Health Bureau	June 2001 – June 2005
Utah Department of Health	June 2004 – June 2005
Oregon Office of Services for Children with Special Health Needs	July 2005 – July 2006
Community University Research Initiative	July 2005 - July 2006

# Commercialization Strategy

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- Intellectual Property
- Expansion of UAS to other states
- R & D for additional features
- Market analysis to expand into new markets
- Development of competitive pricing structure

# Customers and Markets

CURRENT CUSTOMERS	PENDING CUSTOMERS	FUTURE MARKETS
<ul style="list-style-type: none"><li>• Utah Department of Health – <i>UtahClicks</i></li><li>• Oregon Health Sciences University – <i>OregonClicks</i></li></ul>	<ul style="list-style-type: none"><li>• Arizona</li><li>• Missouri</li><li>• Washington</li><li>• Maine</li><li>• Cardon Health Care Network, Inc.</li></ul>	<p><b>Health &amp; Human Services Agencies</b></p> <ul style="list-style-type: none"><li>• Senior Services</li><li>• Adult Disability</li><li>• Public Assistance</li><li>• Interagency Services</li></ul> <p><b>Other Possibilities</b></p> <ul style="list-style-type: none"><li>• Human Resources</li><li>• Insurance Agencies</li><li>• Hospital Admissions</li><li>• University Admissions</li></ul>

# UAS Management Team

- ↗ Richard Roberts, Ph.D.
  - ↗ National reputation in family support & systems integration
  - ↗ Negotiated purchase of UAS prototype
- ↗ Adrienne Akers, M.S.
  - ↗ 30 years in Disability & Human services research
  - ↗ Negotiated Utah and Oregon UAS contracts
- ↗ Terry Russo, M.B.A.
  - ↗ 30 years in Human Services Management
  - ↗ Expanding UAS to new markets
- ↗ Chris Schofield, B.S.
  - ↗ UAS Lead Developer
  - ↗ Specializing in database and web application development

# UAS

universal application system

## New Users

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## Returning Users

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## Site Visitors

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**The UAS helps families  
apply for the services online**